

In the past, Military Sealift Fleet Support Command (MSFSC) has received numerous inquiries about access to an electronic system to make benefits transactions. We are excited to be able to offer the Employee Benefits Information System (EBIS) to our CIVMARS. You will have access to the following services provided by the CBC:

EBIS is a web-based application that has been used by the DoN for seven years. It is a secure application that allows all civilian employees to conduct their own benefits transactions, health/life insurance and Thrift Savings Plan (TSP) electronically, as well as have access to other personal benefits information.

You will now be able to conduct benefits transactions electronically - no more faxing, mailing or scanning forms. You will receive immediate confirmation that your election has been made by printing a transaction receipt.

Transactions are reflected on your Leave and Earnings Statement (LES). As always, it is your responsibility to check your LES to ensure it is accurate. If assigned to a ship you receive your LES onboard. If not assigned to a ship, you receive your LES at the address you provided to payroll.

The Benefits Line is used to speak with a Benefits Customer Service Representative (CSR). CSRs can be reached at: 1-888-320-2917 and are available Monday through Friday, 7:30 a.m. until 7:30 p.m, Eastern Time except Federal holidays. Employees may also email CSRs at: info@navybenefits.org.

CSRs will provide assistance with making benefits transactions in EBIS, locating specific forms or responding to questions regarding benefit and retirement entitlements. In addition, if you are planning to retire you should contact the CSR to initiate the retirement process. Retirement counselors will be available to assist you with any questions you may have and assist you through the retirement process.

Under circumstances where you cannot reach the Benefits Line via telephone you will need to send an email to the Benefits Line email address listed above requesting assistance. A CSR will coordinate a mutually convenient/reasonable time with you, outside their regular working hours, if necessary, to discuss your issues.

Civilian Benefits Information Center (CBIC), the benefits home page, can be found at: <https://www.civilianbenefits.hroc.navy.mil>. In-depth benefits information can be found on this web site. Explanation of CBC processes and forms such as designation of beneficiary, deposit service (civilian and military buy back) and retirement are available on this site. You may access the annuity estimate form to request an annuity calculation. There is a full list of Frequently Asked Questions (FAQ) that are available as reference material.

Prior to 3 August 2008 you shall continue to forward your election forms or make contact with the MSFSC. Please do not mail or fax forms to the MSFSC after 3 August. After 3 August 2008, you are to contact The Benefits Line for any benefits questions. You are encouraged to access EBIS to become acquainted with the application and make benefits transactions.

Paper election forms will be accepted up to 30 September 2008, and should be mailed to:

HUMAN RESOURCES BENEFITS CONTACT CENTER (HRBCC)
P.O. Box 629
East Machias, ME 04630

After 30 September 2008, paper forms will no longer be accepted and will be returned.

HOW DO I GET STARTED?

EBIS is easy to use and may be accessed by going to the (CBIC) website at <https://www.civilianbenefits.hroc.navy.mil> and clicking on the EBIS link in the "Easy Access" section. The CBIC may be accessed 24 hours a day, seven days a week.

Setting up an EBIS Username and Password is easy. On your first visit, the system will require that you validate yourself as a new user. You will simply click on the "New User" button at the bottom of the login screen. The system will then prompt you to provide your Social Security Number (SSN), Date of Birth (MMDDYYYY), Service Computation Date, Pay Plan or Pay Schedule and Step. This information can be found on your latest SF-50, LES or ship's Use or Lose leave report.

The system will verify this information with the Defense Civilian Personnel Data System (DCPDS) to confirm you are an authorized user. Your username will not expire. However, your password must comply with Department of Defense (DoD) security guidelines and will expire every 60 days. Validation is only required on your first visit to the web site unless you forget your login. Later visits will require only your Username and Password. In addition, there are step-by-step instructions to follow in the event you forget your username and/or password.

If you experience problems accessing EBIS simply contact the toll-free telephone number for The Benefits Line at [1-888-320-2917](tel:1-888-320-2917), select option #4 to speak with a CSR. They will be glad to assist you. You may also email The Benefits Line at: info@navybenefits.org.

EBIS is convenient and efficient. Transactions will be processed overnight and will show as "projected" until the effective date of the action. The receipt of the transaction is immediate. Should you experience problems when using EBIS, the CSRs will "walk" you through the process and, as necessary, to complete the transaction.

You will be able to view, verify, and/or void your transaction by checking the Transaction module in EBIS. In addition, you will need to verify your transaction by reviewing your LES to ensure that deductions are being properly deducted for the transaction made. You must keep in mind the effective date of the transaction and check the appropriate LES. There is an "Effective Date Chart" located on the CBIC homepage, https://www.civilianbenefits.hroc.navy.mil/2008_Effective_Date_Chart.asp.

When changing health benefit elections, you are highly encouraged to print the final version of your election form once you have completed your transaction (click on Printer Friendly Version link to print the actual form). The printed SF 2809 form may be used as proof of coverage for health benefits if you (and/or a covered family member) need to see a doctor prior to receiving the enrollment card. After the transaction has processed, it will be accessible within EBIS in the Transaction module, under Current Coverage, by clicking the History button. If you need assistance in obtaining a copy of the form, you may contact The Benefits Line.

Although you may start/stop or change TSP contributions in EBIS, you must still contact The Thrift Line to obtain a loan or remove monies from your TSP account.